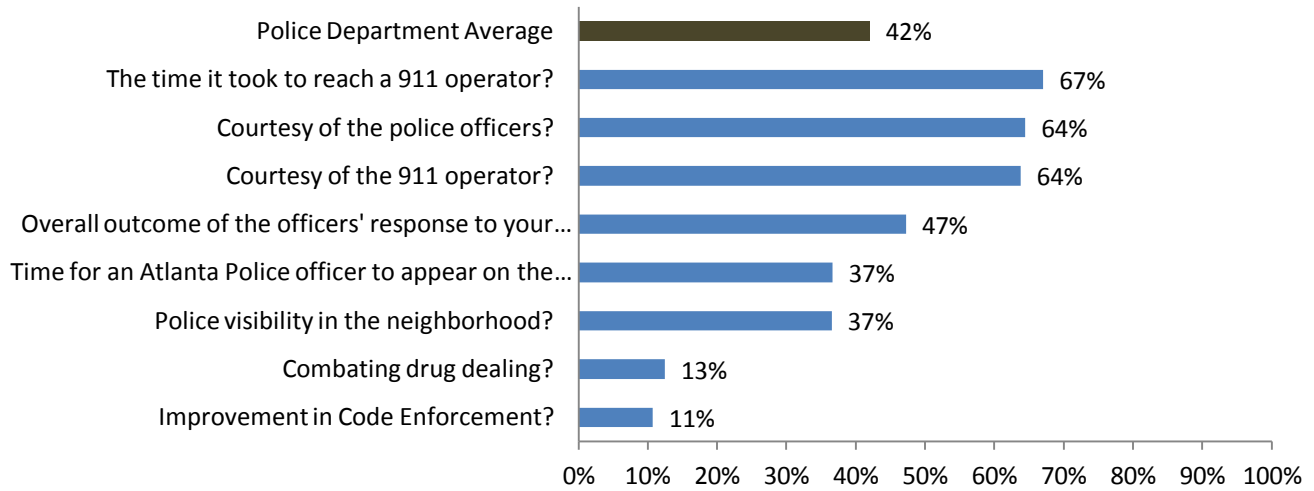


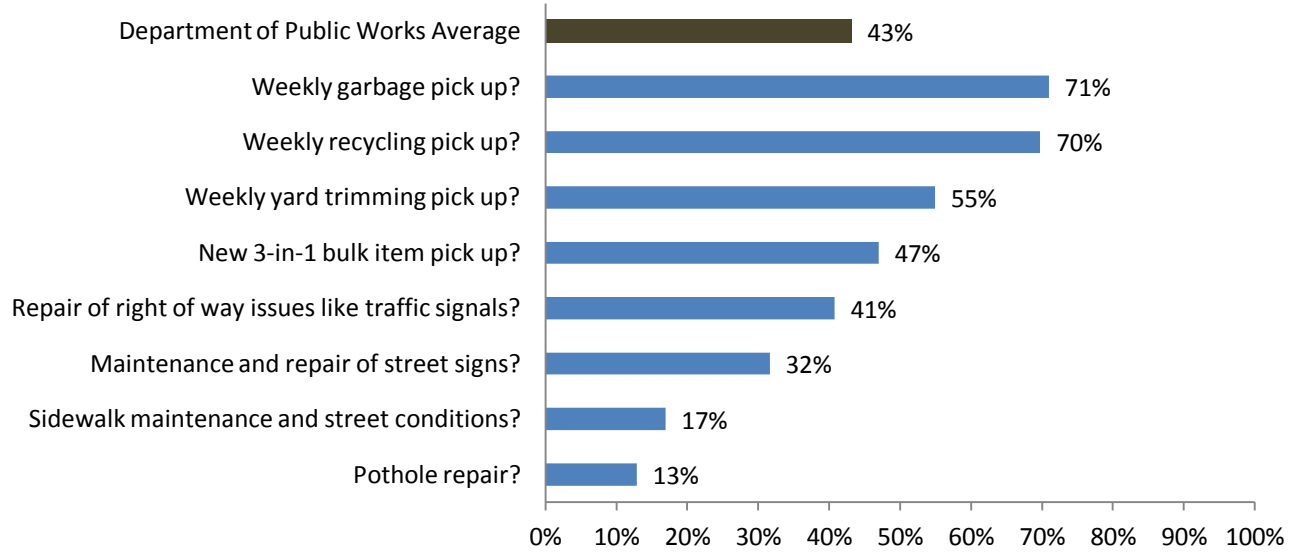
Summary of Satisfaction

The following charts reflect the percent of citizen respondents that experienced a level of extreme or moderate satisfaction with respect to the various City of Atlanta departmental services in regards to each survey question.

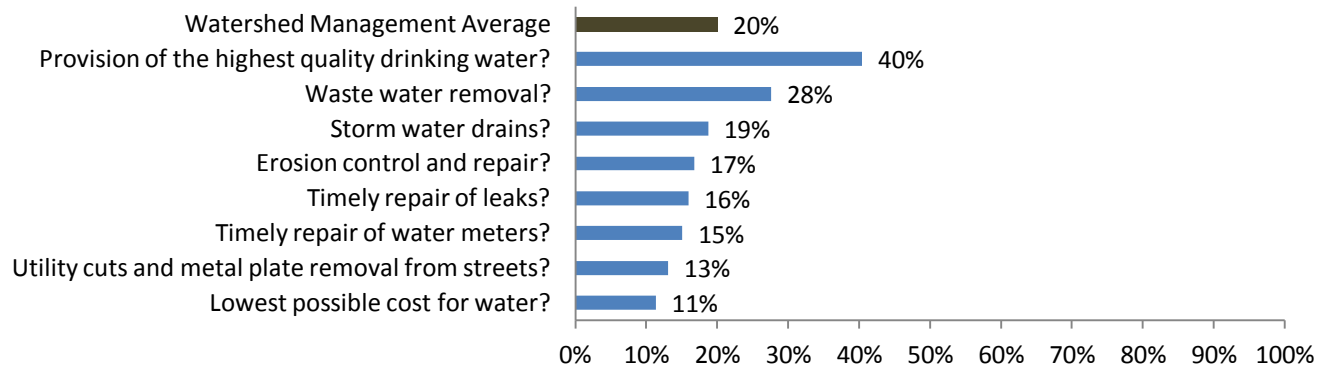
With regard to your experience with the Police Department, were you satisfied with:



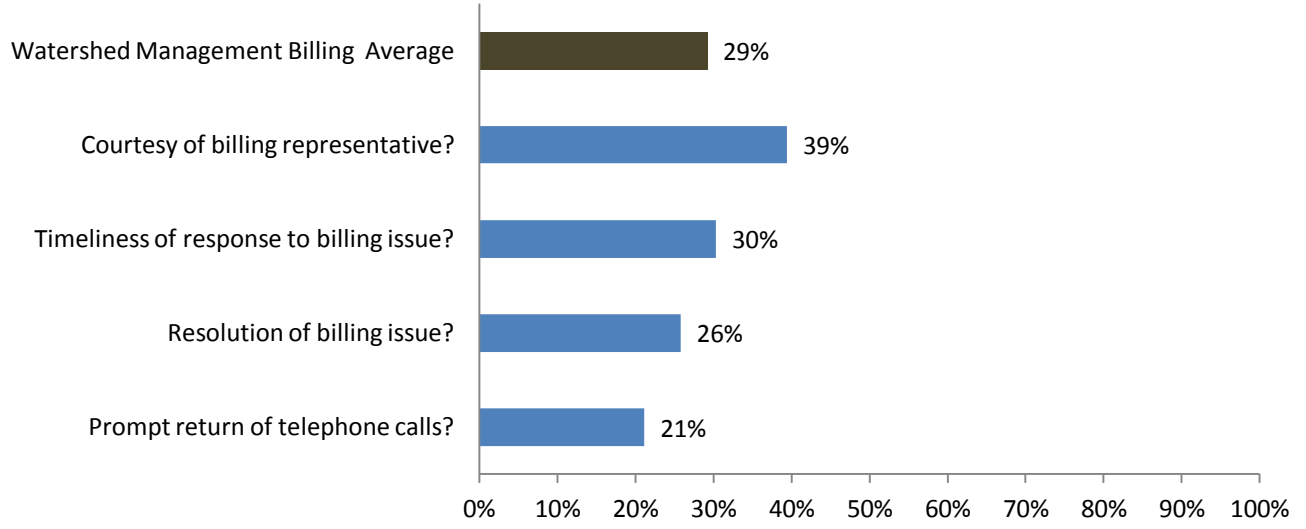
Department of Public Works handles streets and trash pick up services. How satisfied are you with:



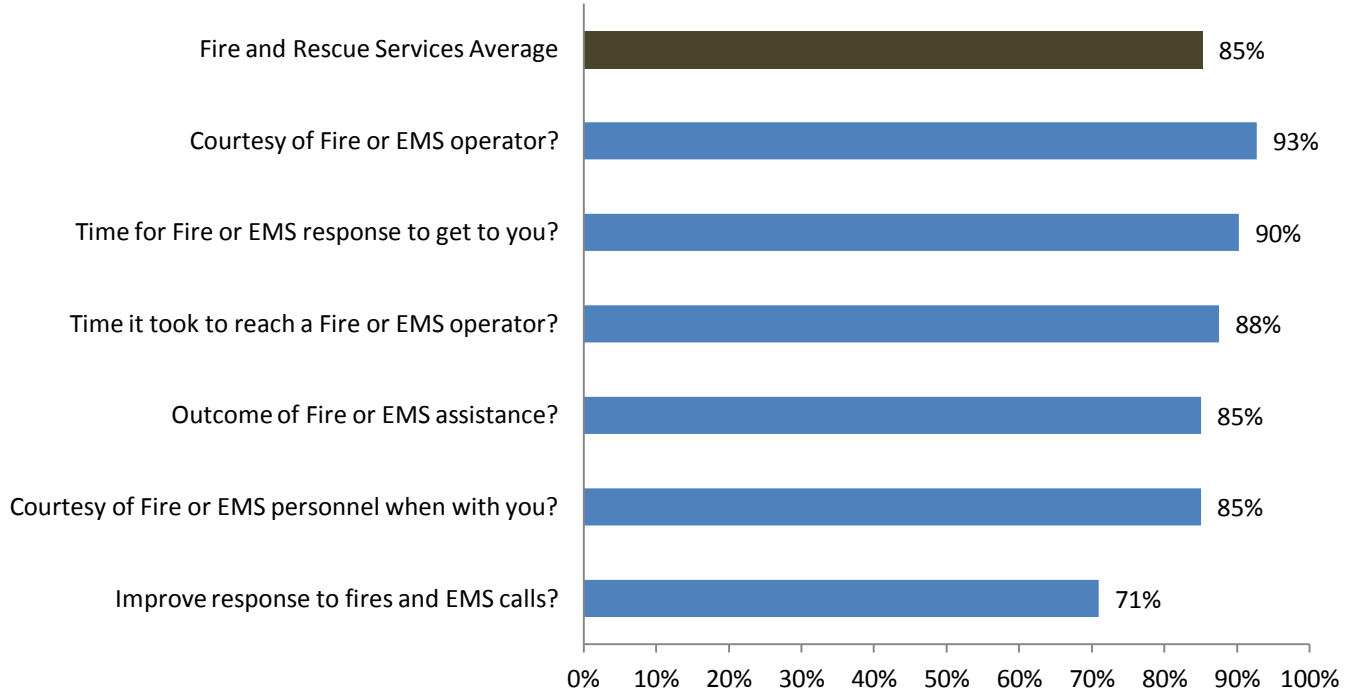
Department of Watershed Management provides City water and sewer services. How satisfied are you with each service? Please check "Does Not Apply to Me" if you have not experienced this service.



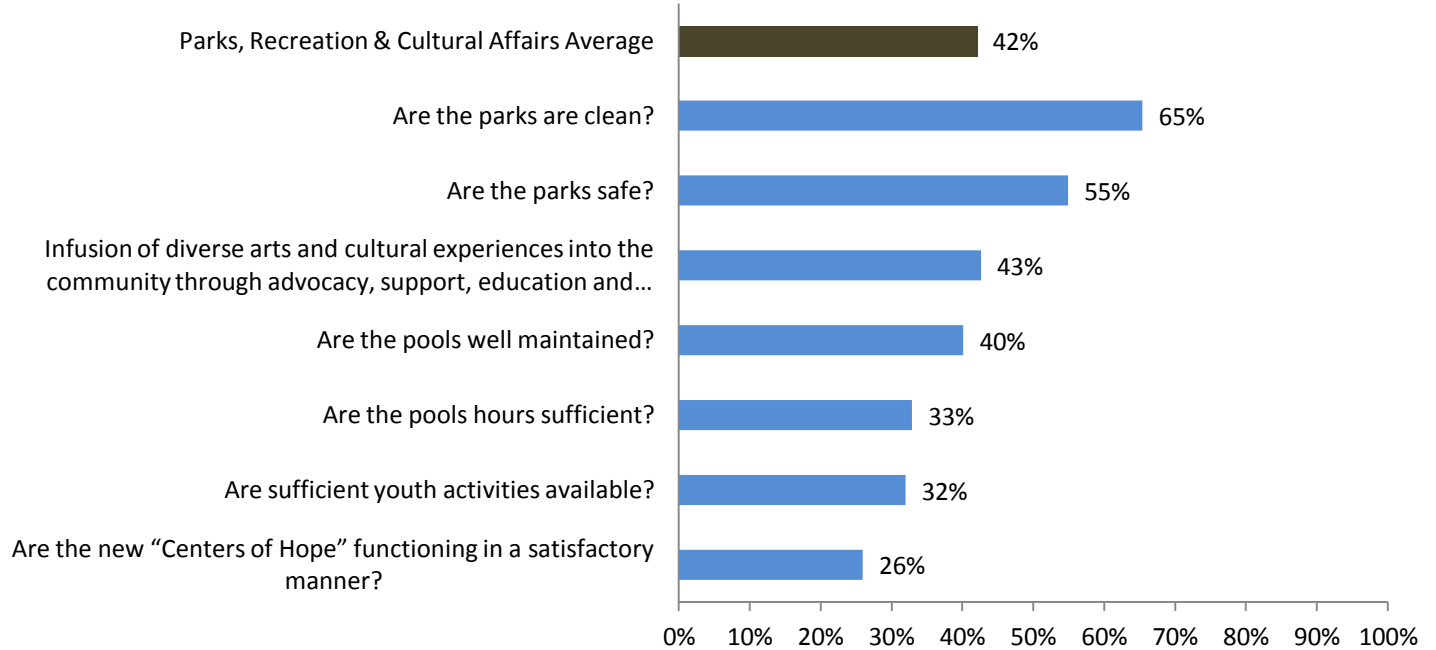
If you had a billing issue in the past 6 months, how was Atlanta's service? If not, please skip this question.



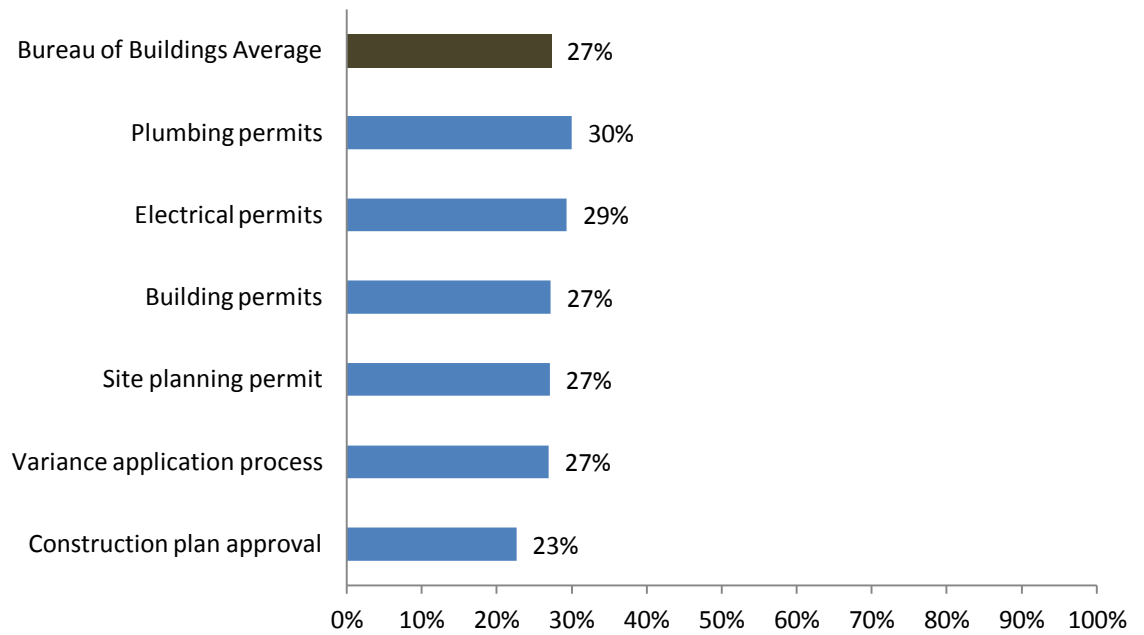
What was your experience with Atlanta's Fire and Rescue Services?



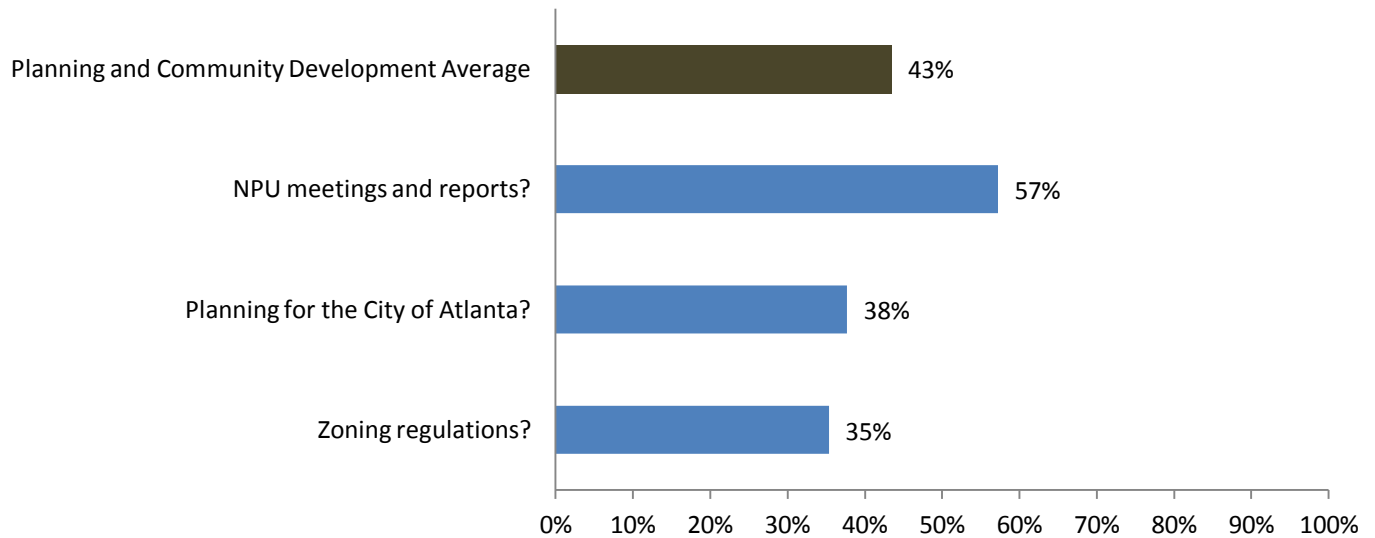
How has your experience been with Atlanta's Parks, Recreation and Cultural Affairs?



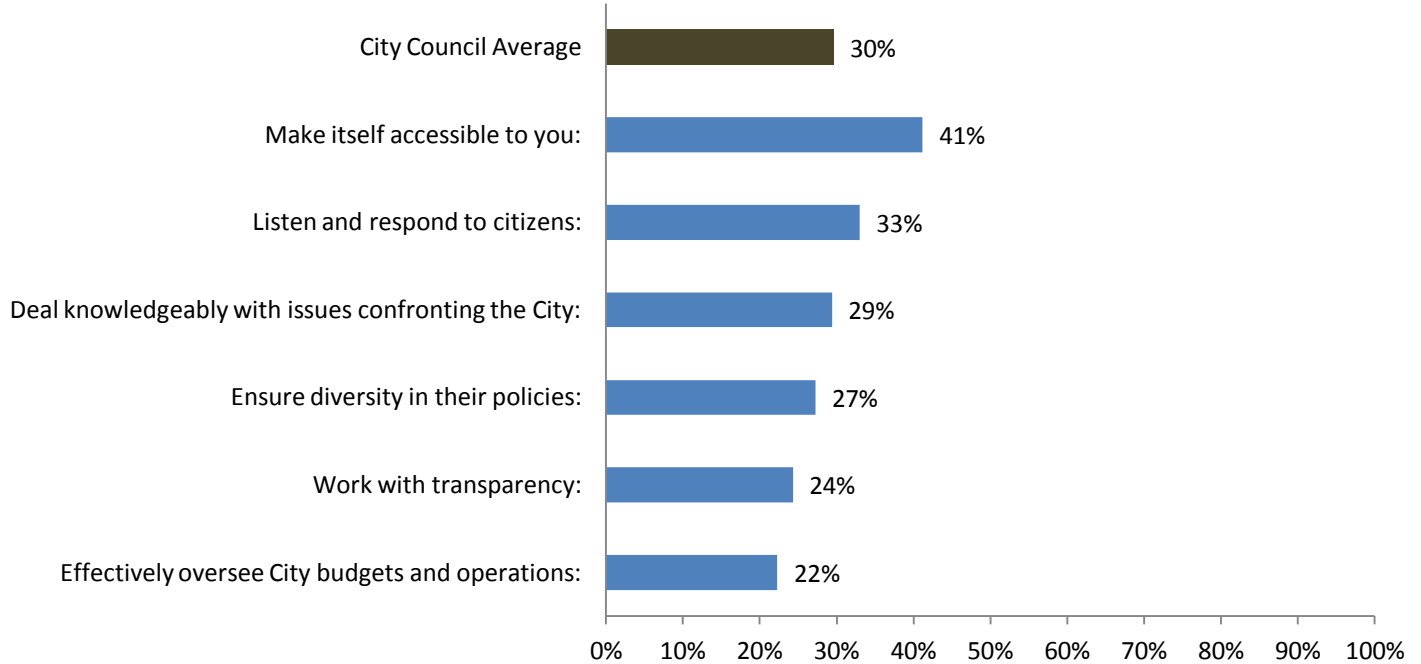
The Bureau of Buildings handles building permits, HVC permits, electrical permits and zoning code enforcement.



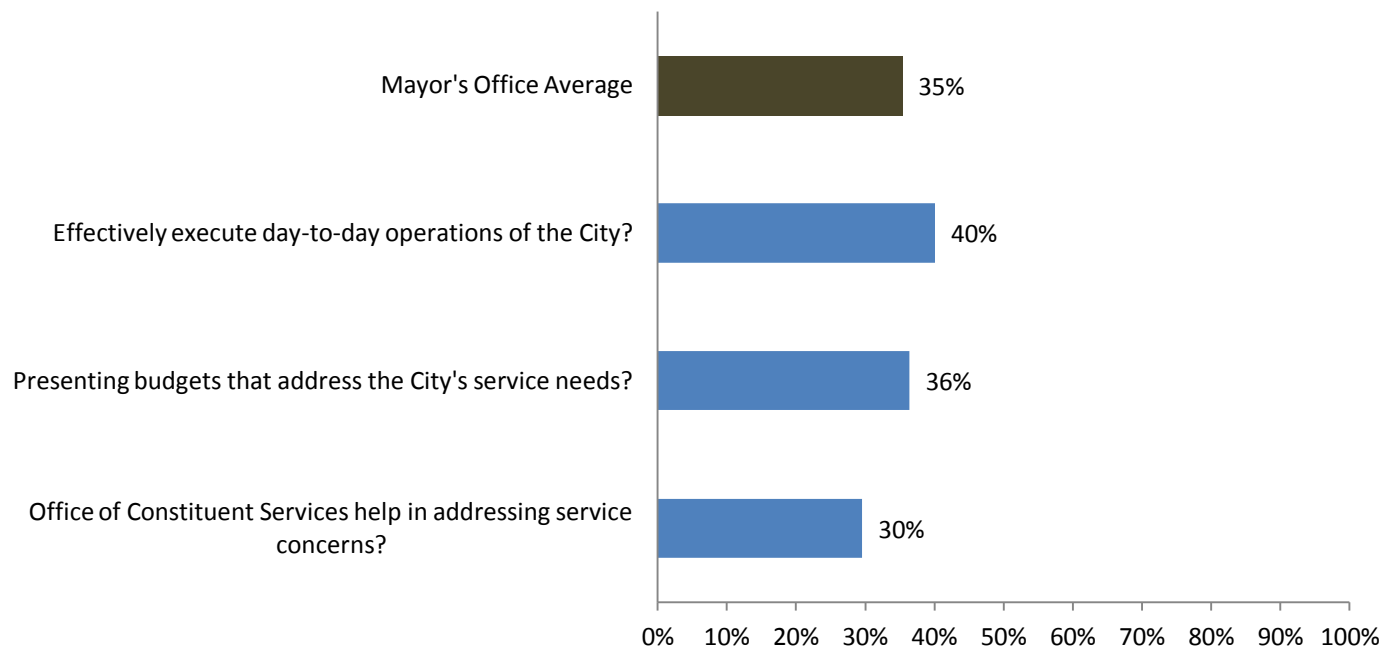
The Department of Planning and Community Development handles Neighborhood Planning Units (NPUs), planning and zoning issues. How satisfied are you with:



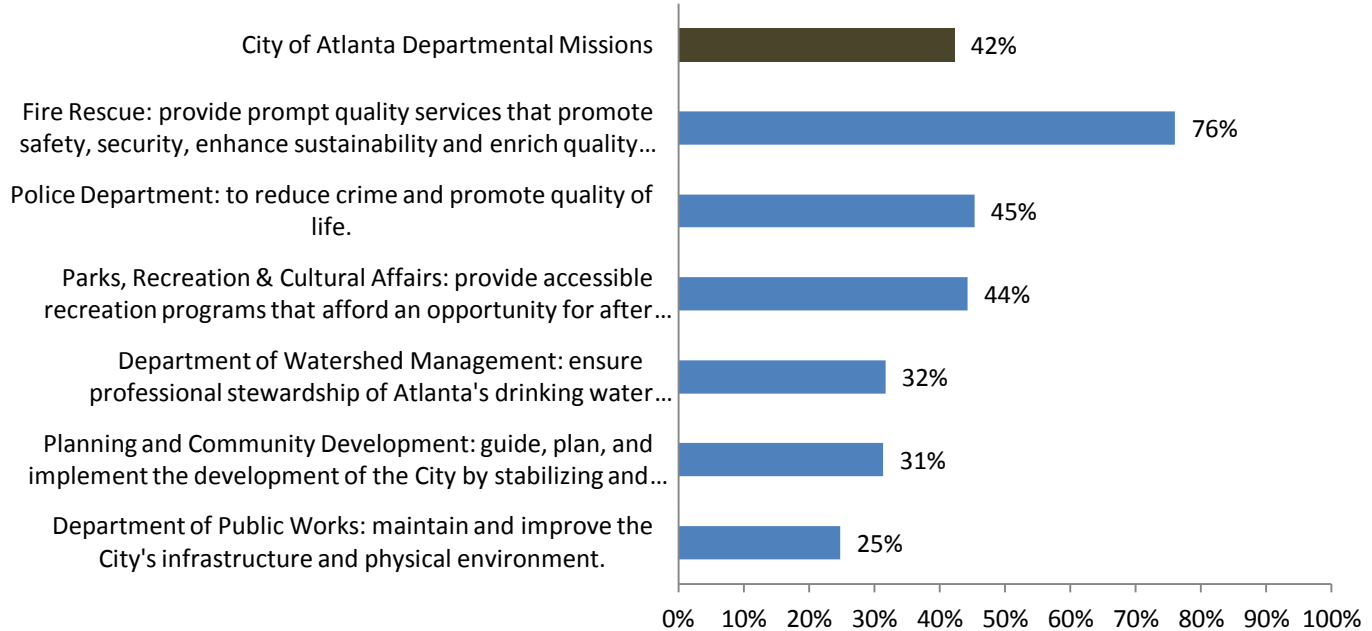
Atlanta's City Council is the legislative branch of City government. In your opinion does the City Council:



The Mayor's office is the Executive branch of the City Government. In your opinion, does the Mayor's office:



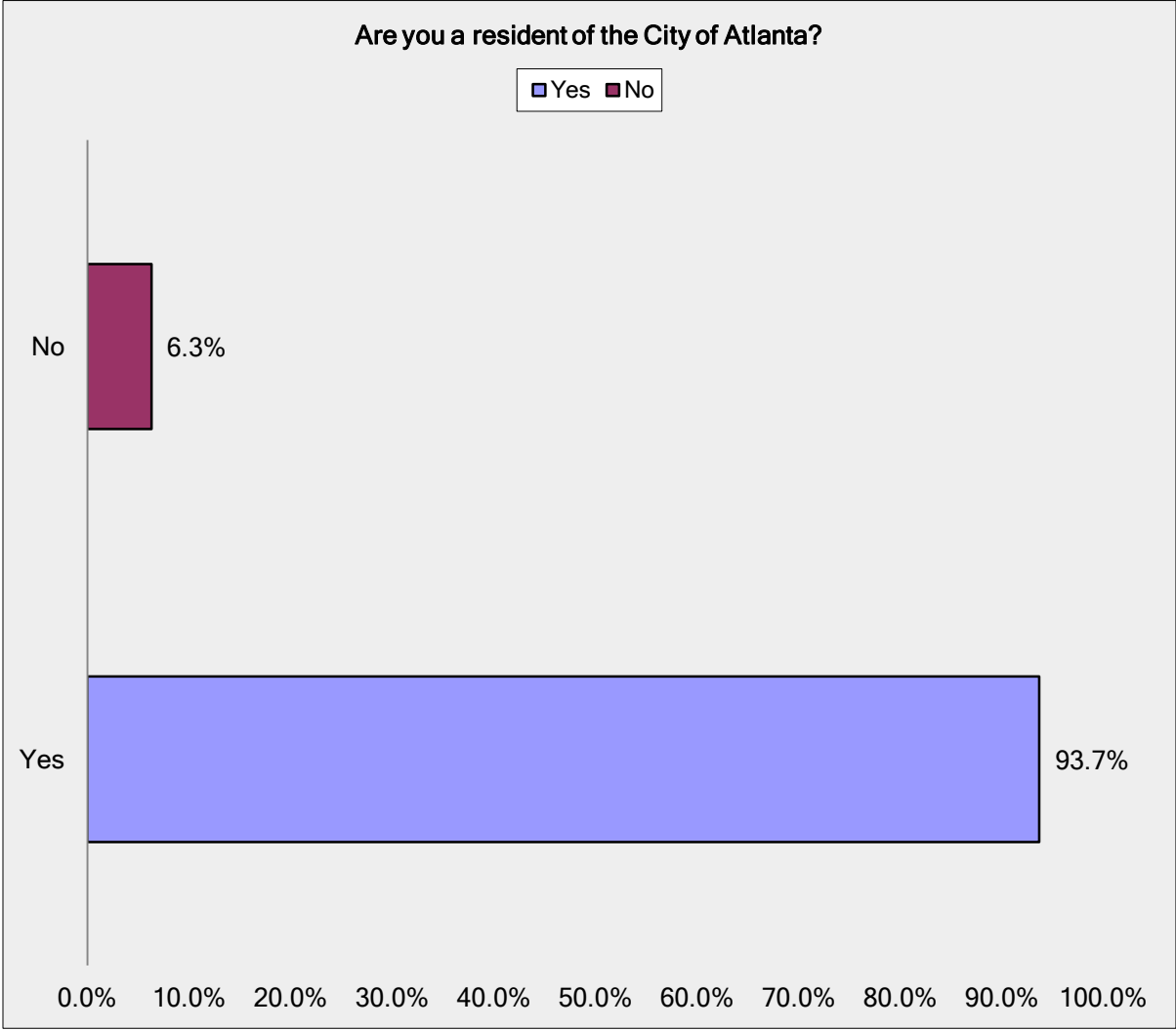
How satisfied are you with the overall performance of the City of Atlanta Departments in their missions?



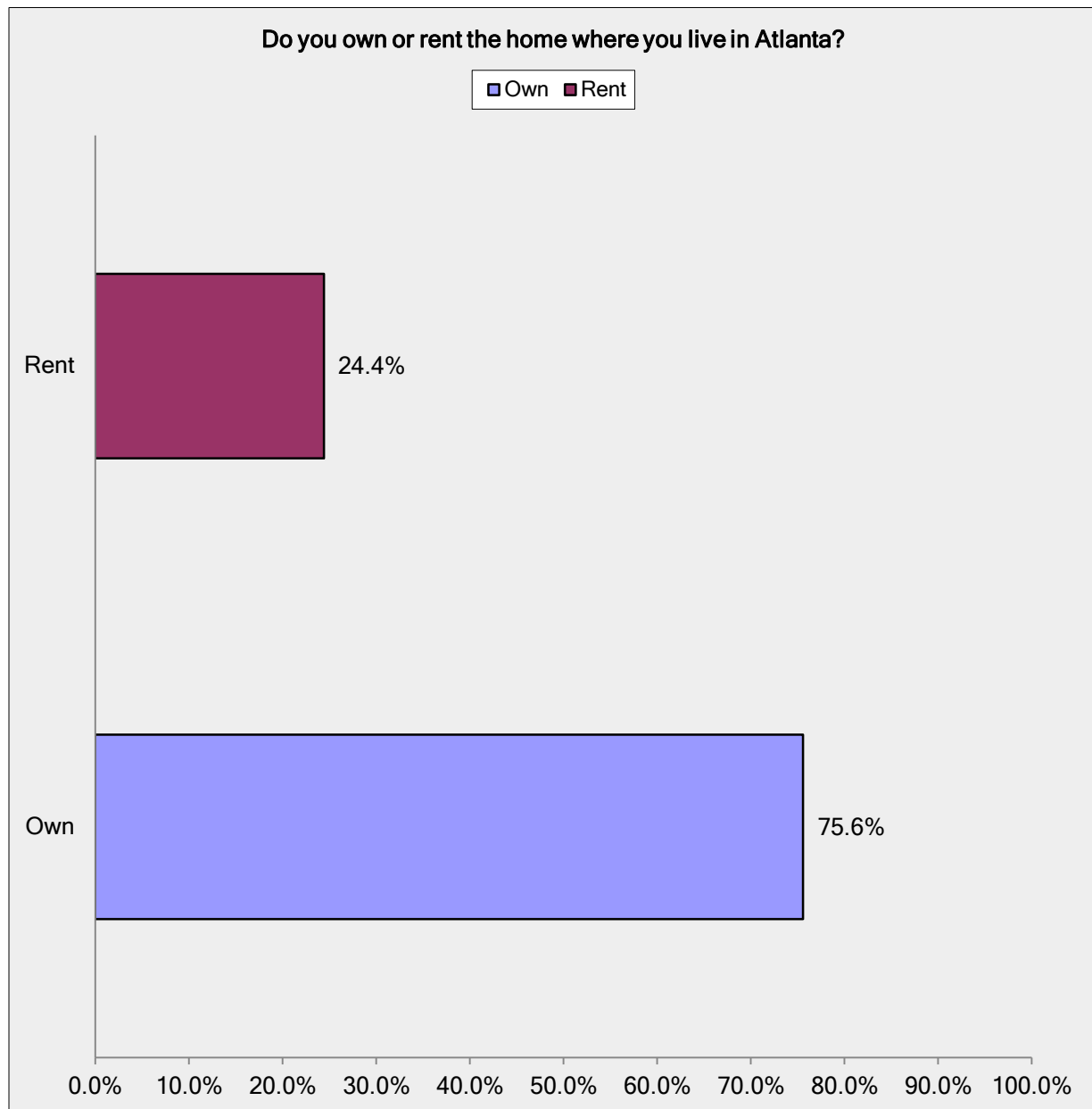
Overall Breakdown of Results

The following charts reflect the overall breakdown of results of citizen and non citizen respondents to the city services satisfaction survey online.

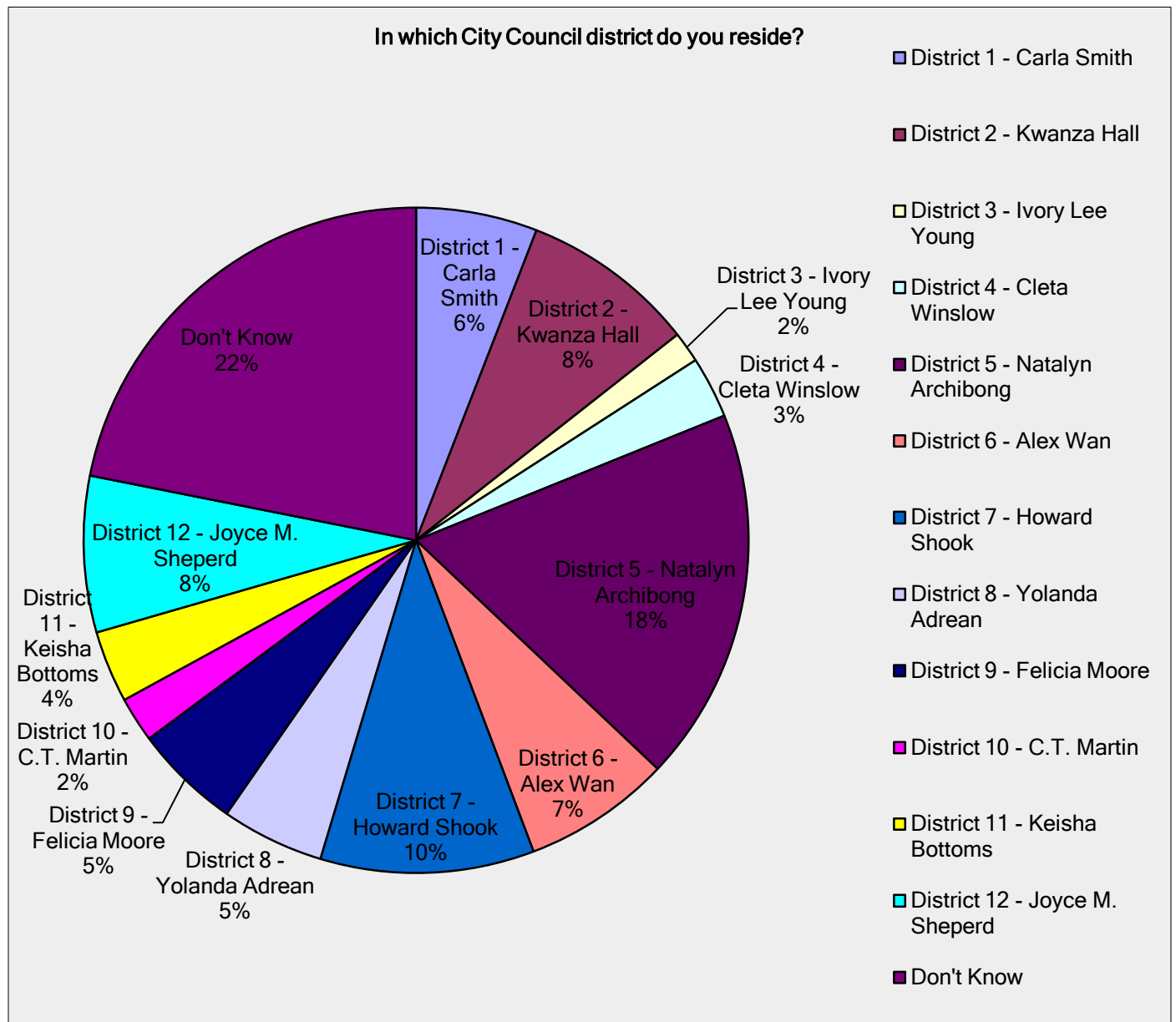
Q1.



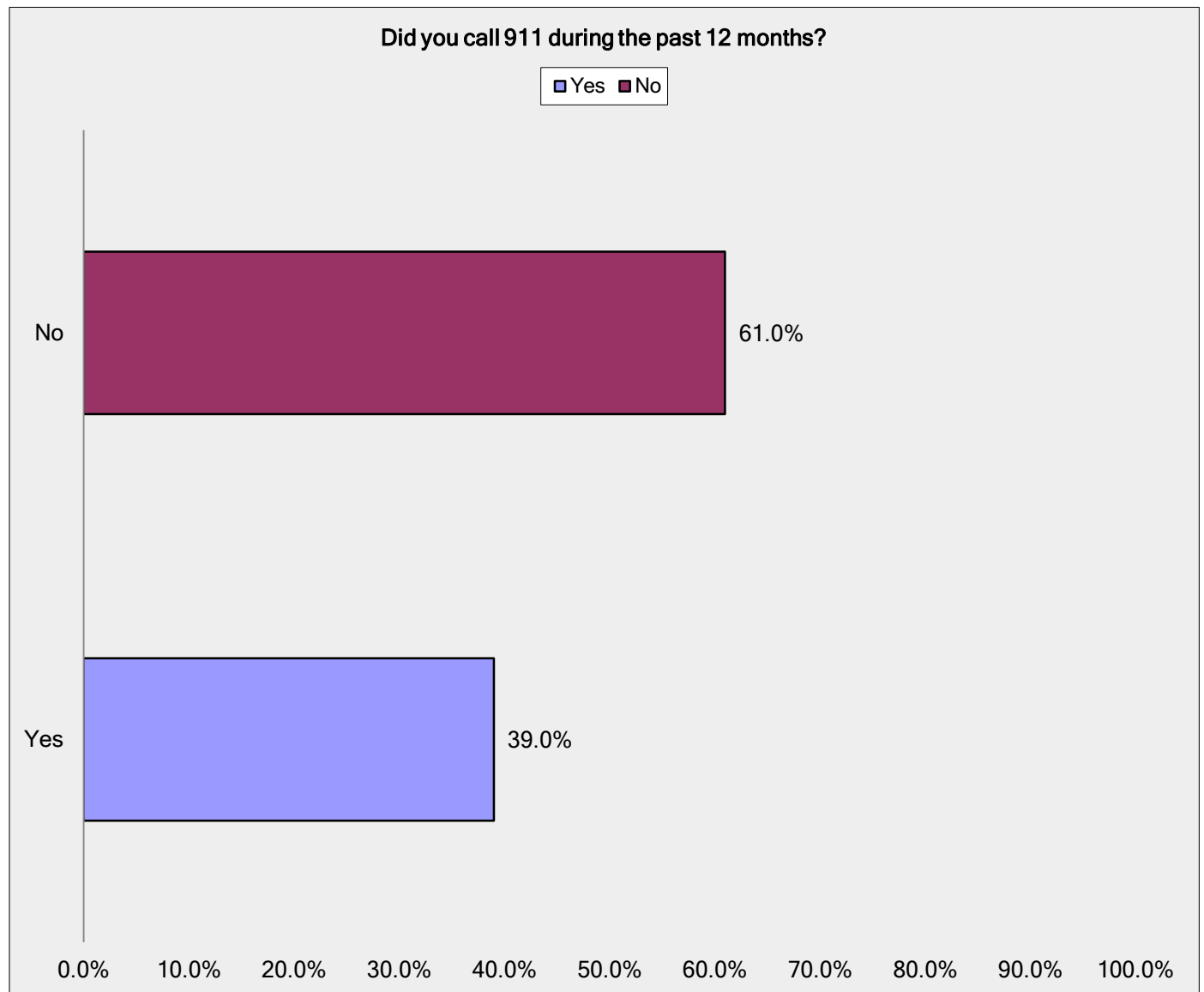
Q2.



Q3.

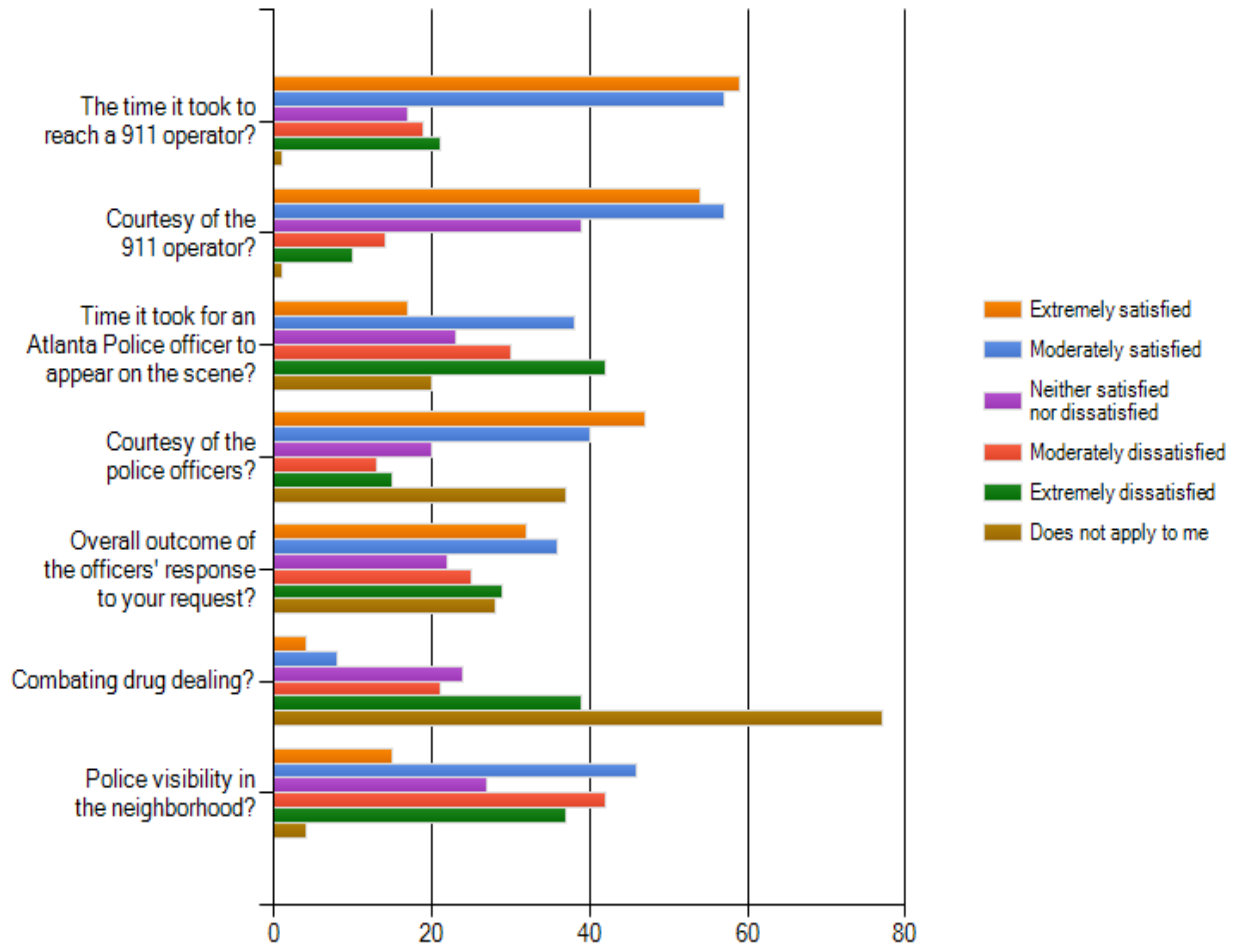


Q4.

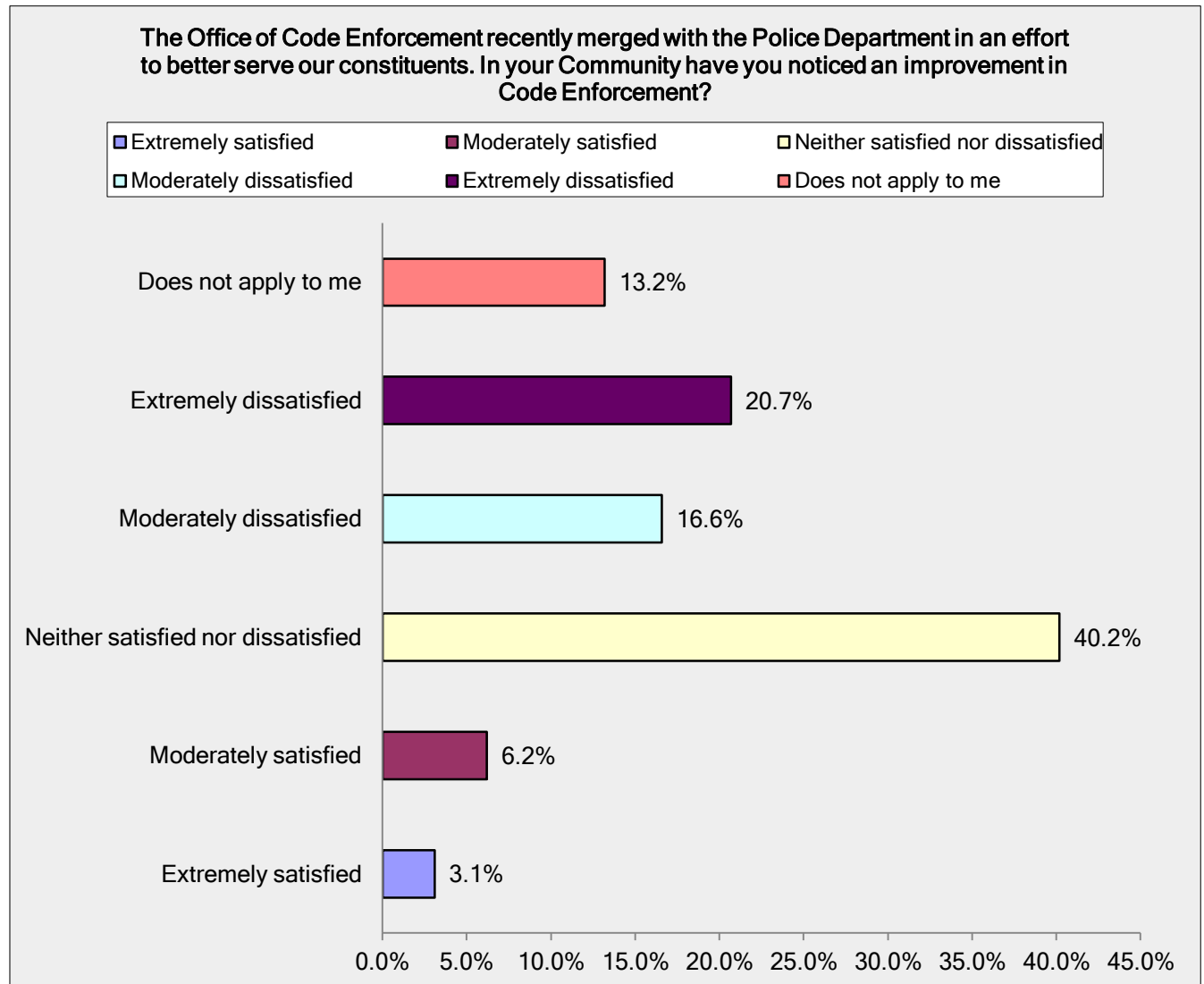


Q5.

With regard to your experience with the Police Department, were you satisfied with:

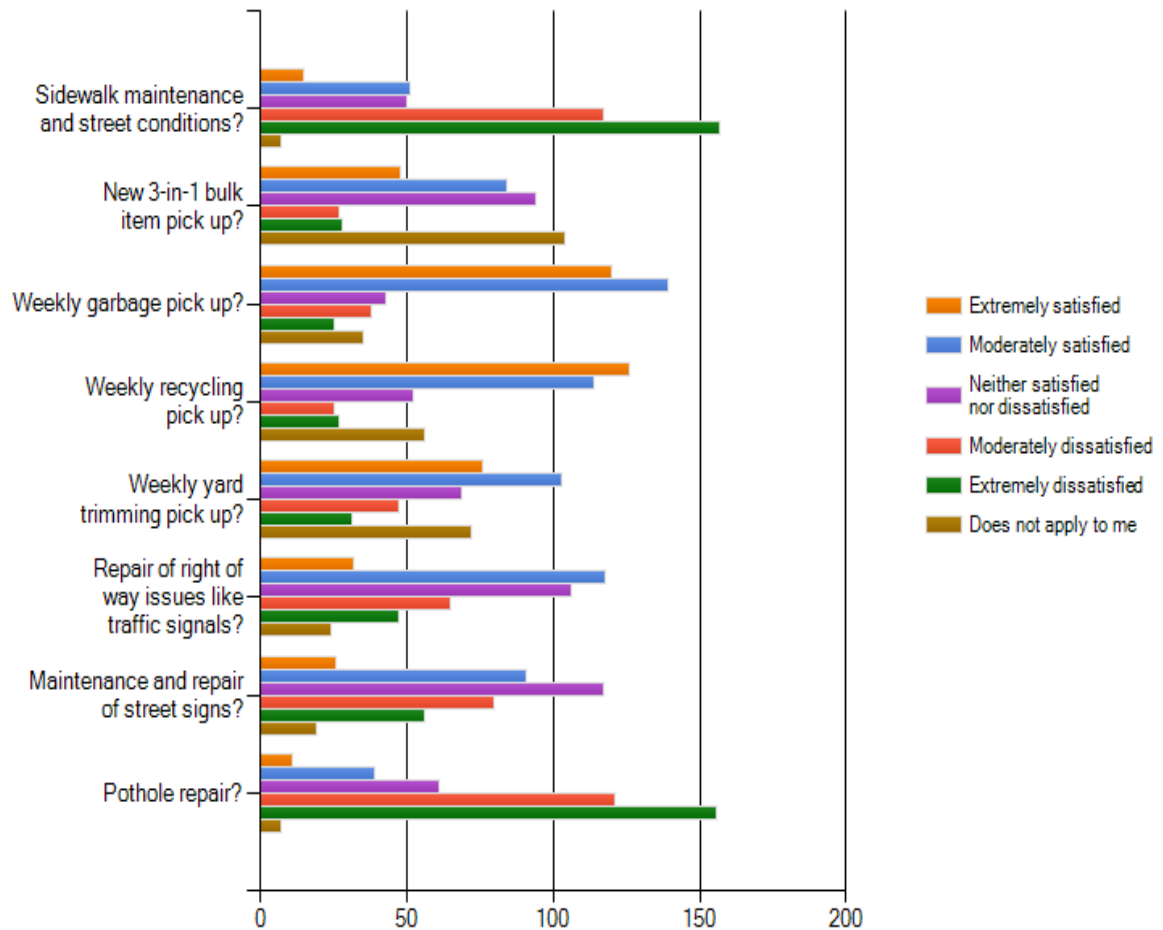


Q6.



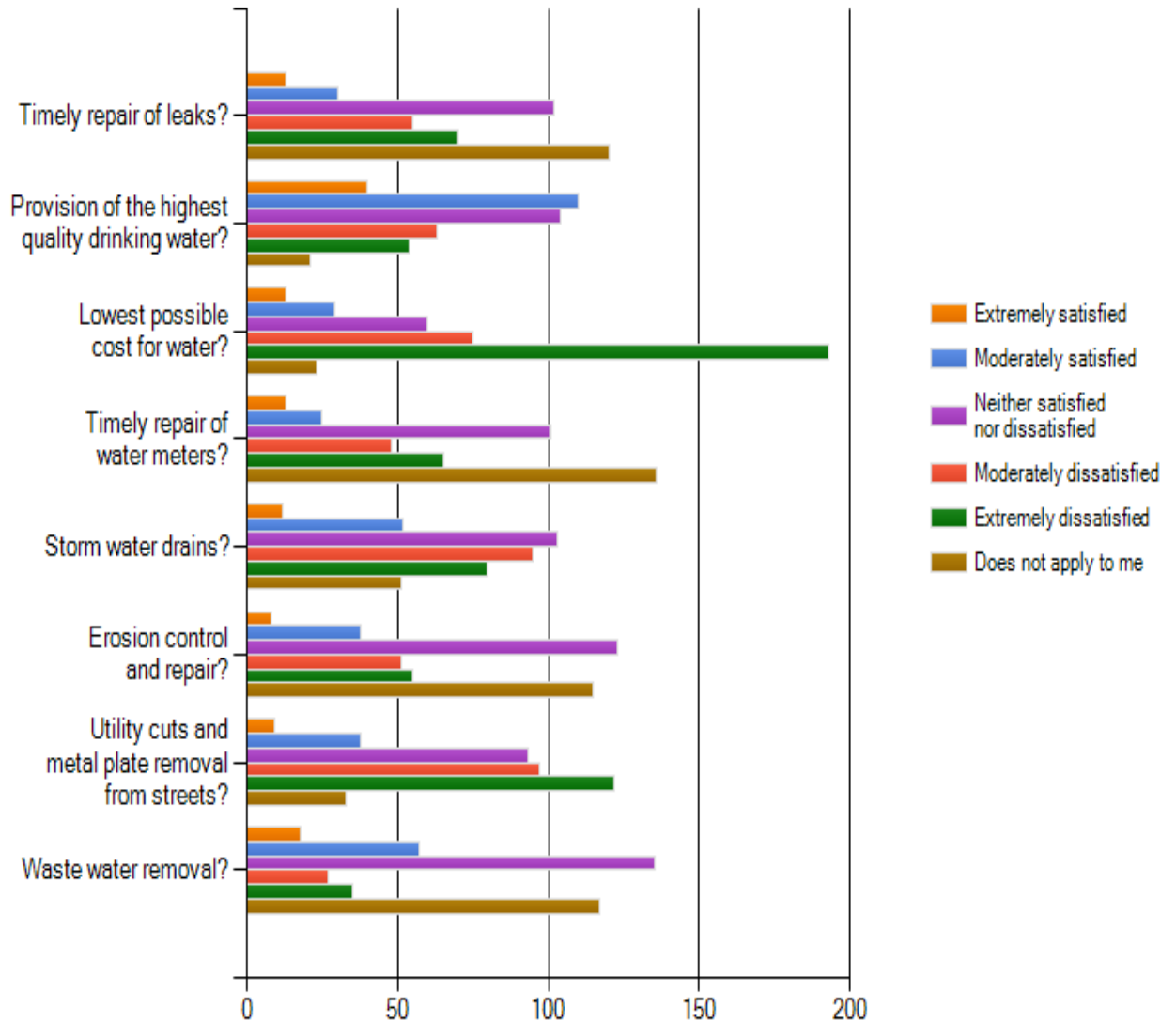
Q7.

Department of Public Works handles streets and trash pick up services. How satisfied are you with:



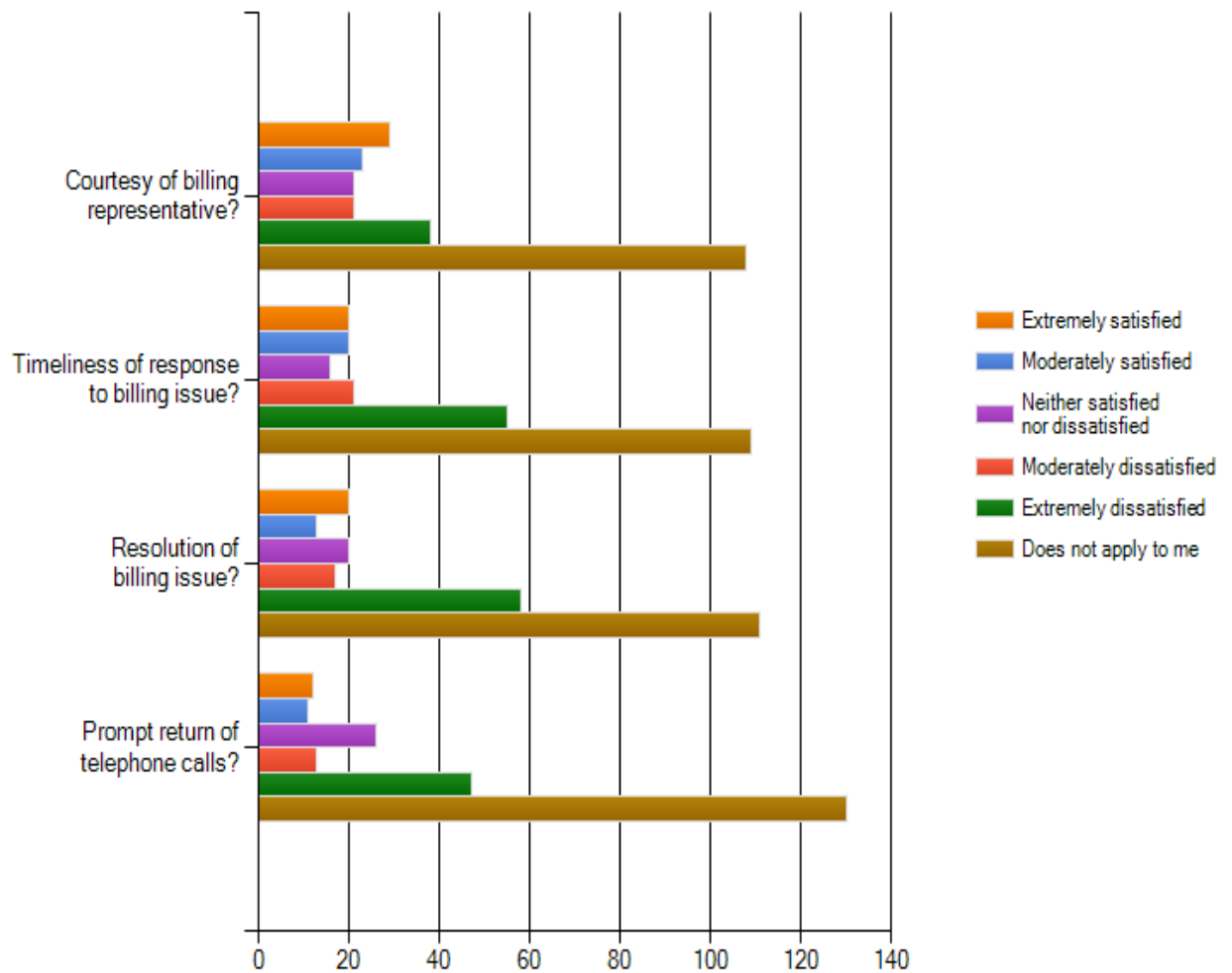
Q8.

Department of Watershed Management provides City water and sewer services. How satisfied are you with each service? Please check "Does Not Apply to Me" if you have not experienced this service.



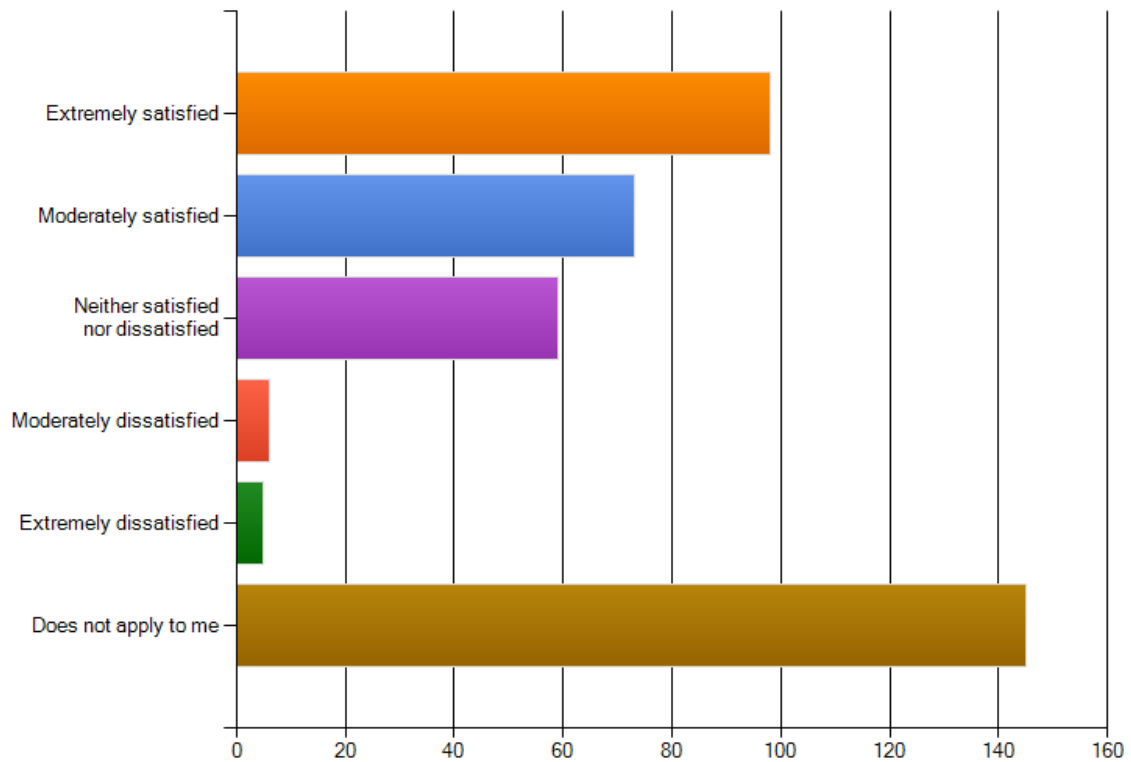
Q9.

If you had a billing issue in the past 6 months, how was Atlanta's service? If not, please skip this question.

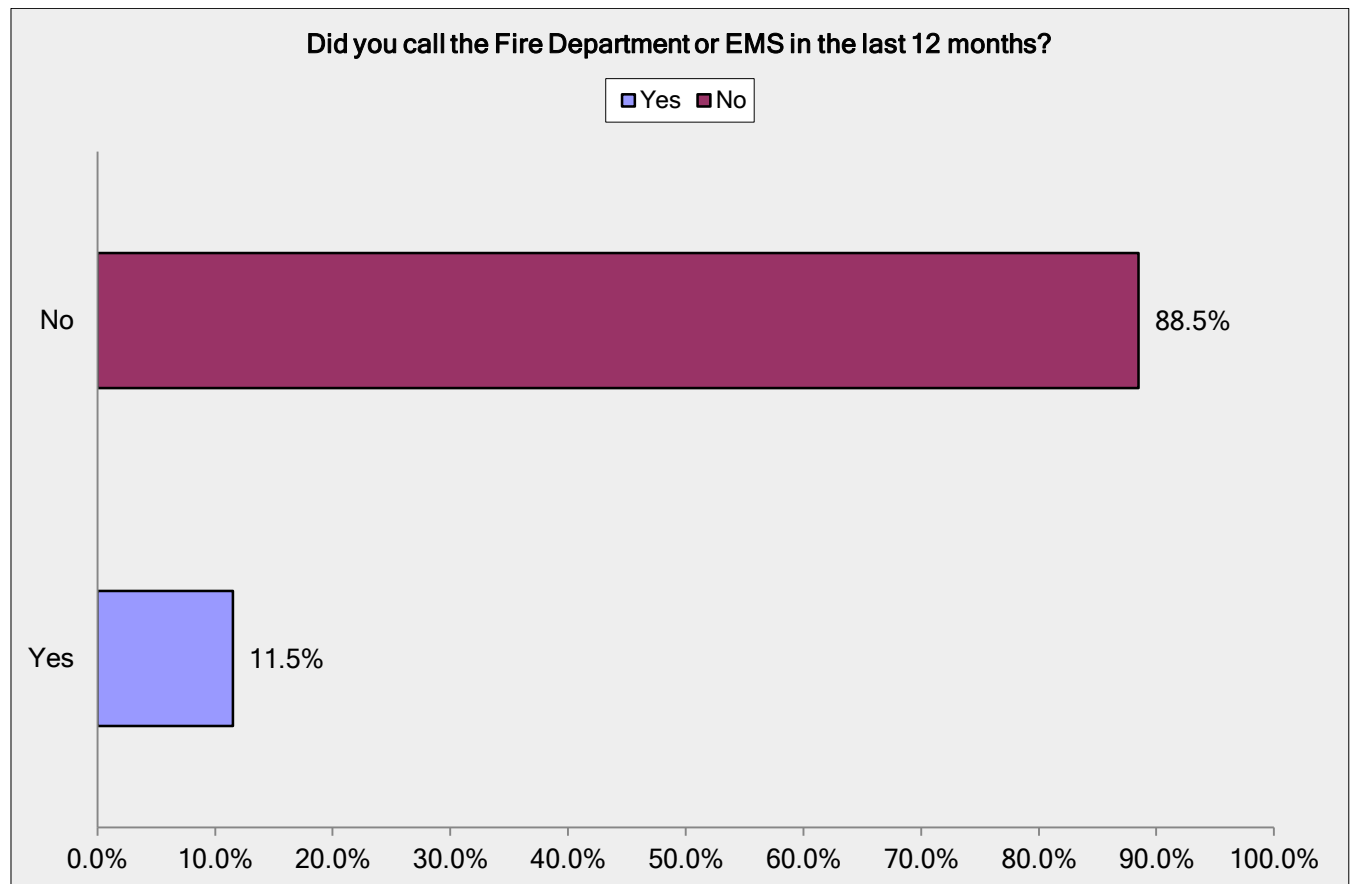


Q10.

**Atlanta Fire Rescue's goal is to improve response to fires and emergency medical service calls.
In your opinion is Atlanta Fire Rescue successfully achieving this goal?**

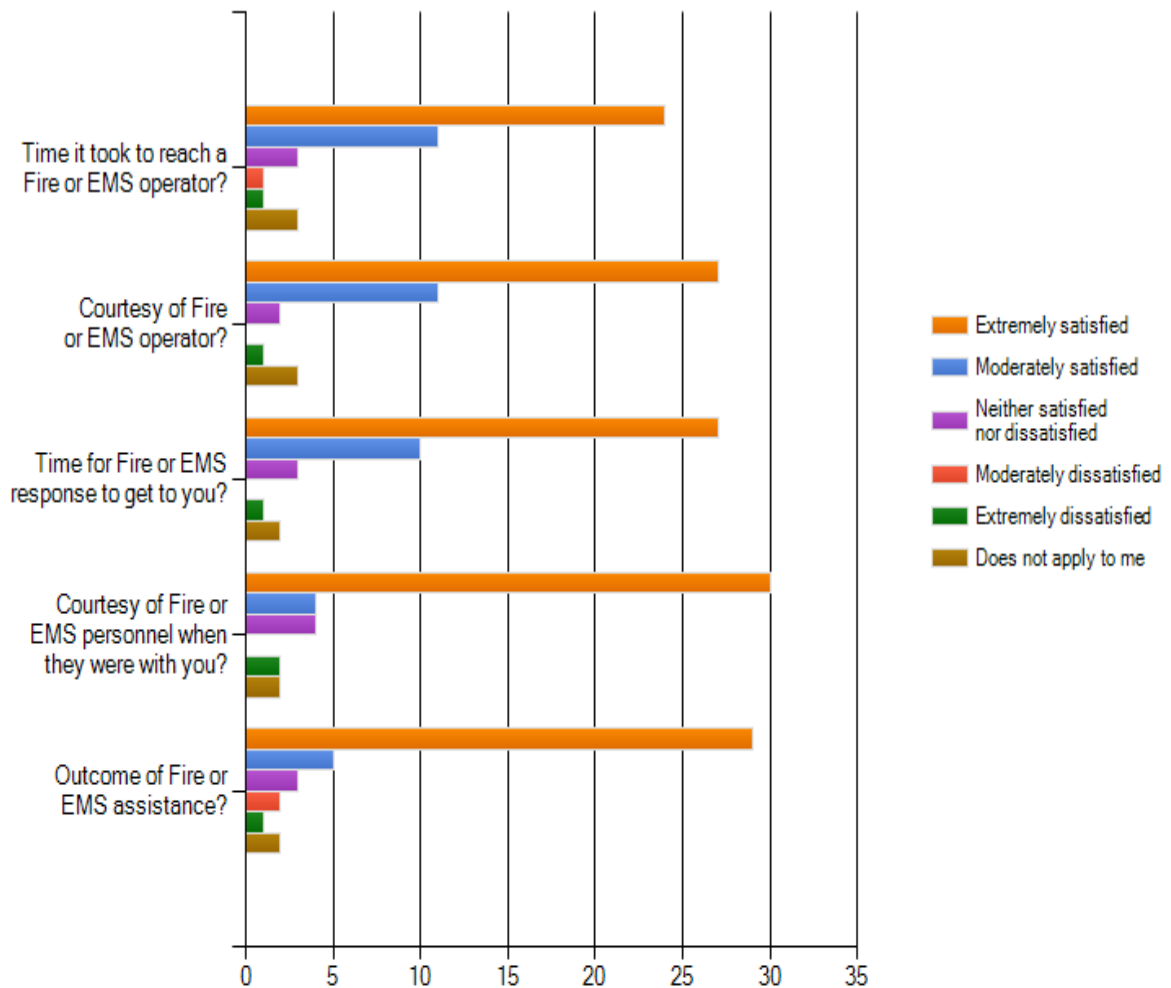


Q11.



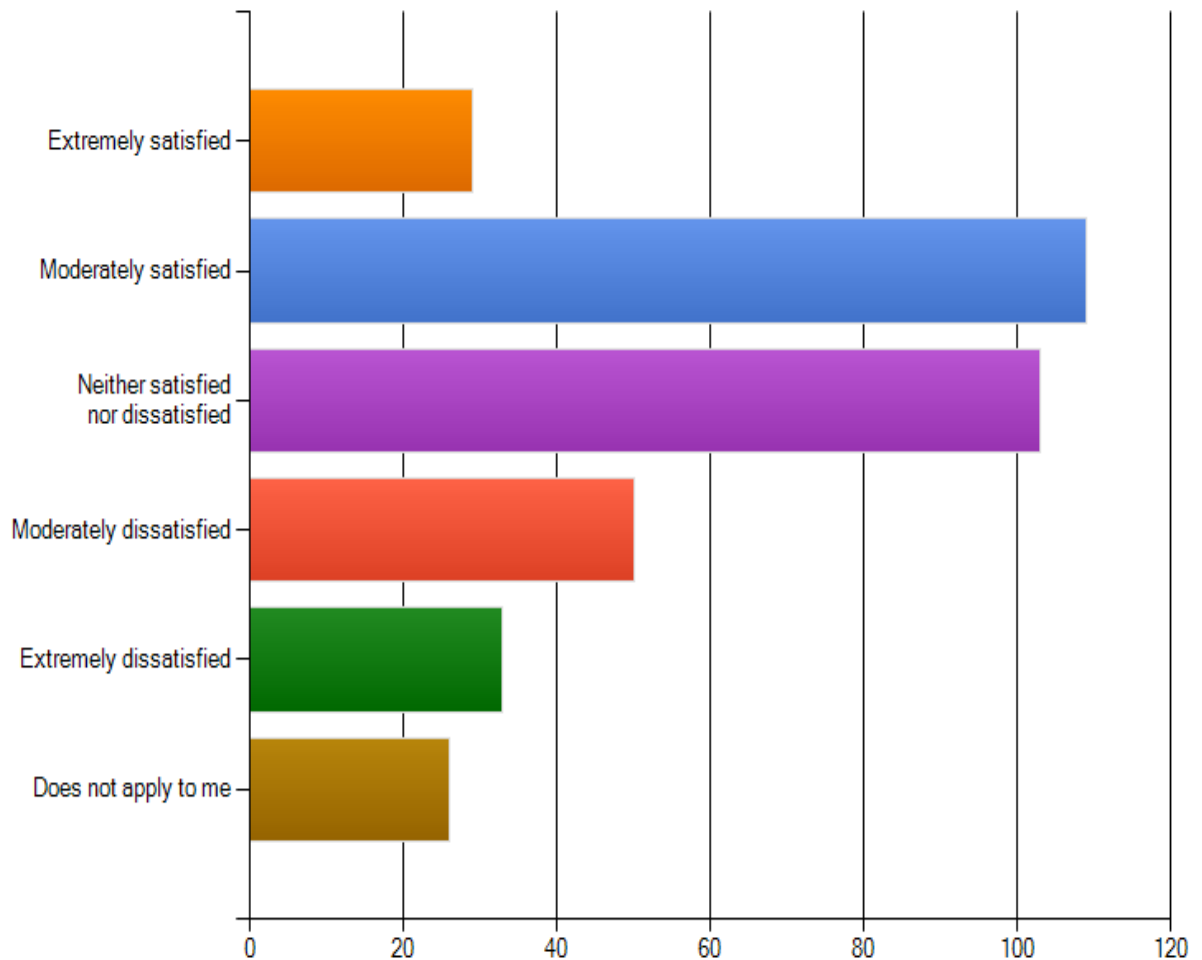
Q12.

What was your experience with Atlanta's Fire and Rescue Services?



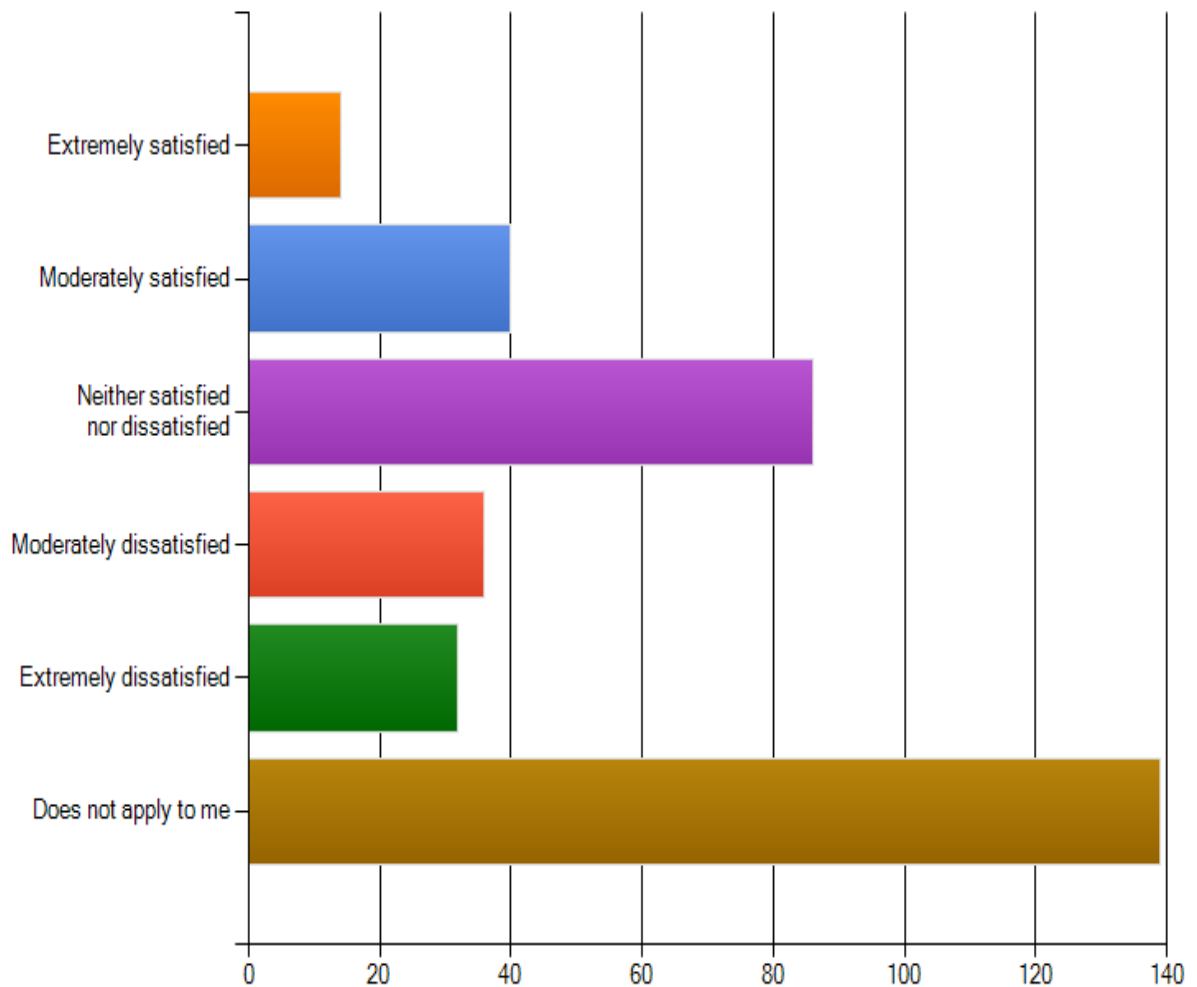
Q13.

A goal of the Department of Parks, Recreation and Cultural Affairs is to infuse diverse arts and cultural experiences into the community through advocacy, support, education and presentation. In your opinion, is the Atlanta Department of Parks, Recreation and Cultural Affairs successfully achieving this goal?



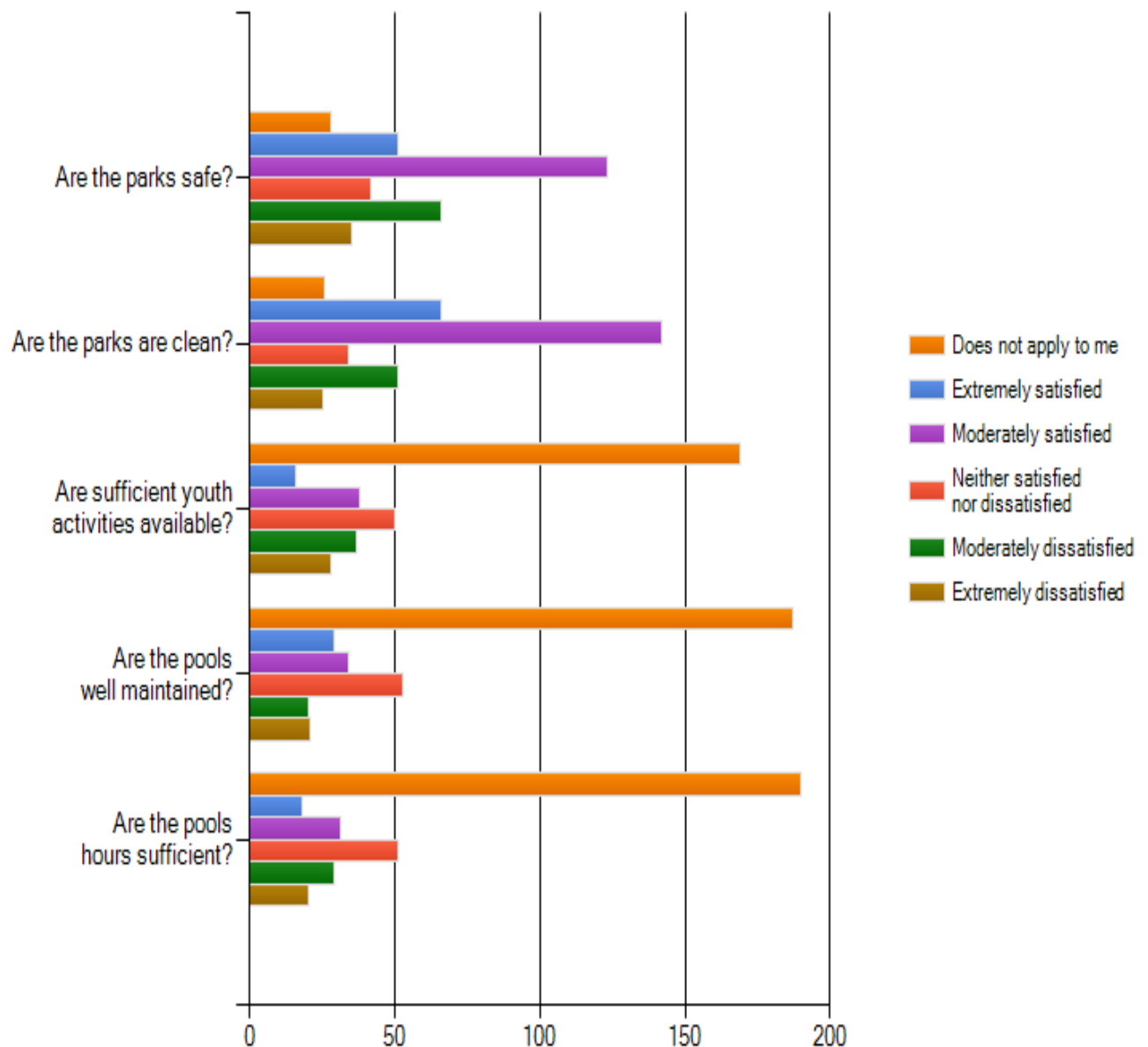
Q14.

Recreation Centers within the City of Atlanta have been transformed into “Centers of Hope” by converting them to expansive, comprehensive learning centers with structured academic and recreational programs.
In your opinion, are the new “Centers of Hope” functioning in a satisfactory manner?



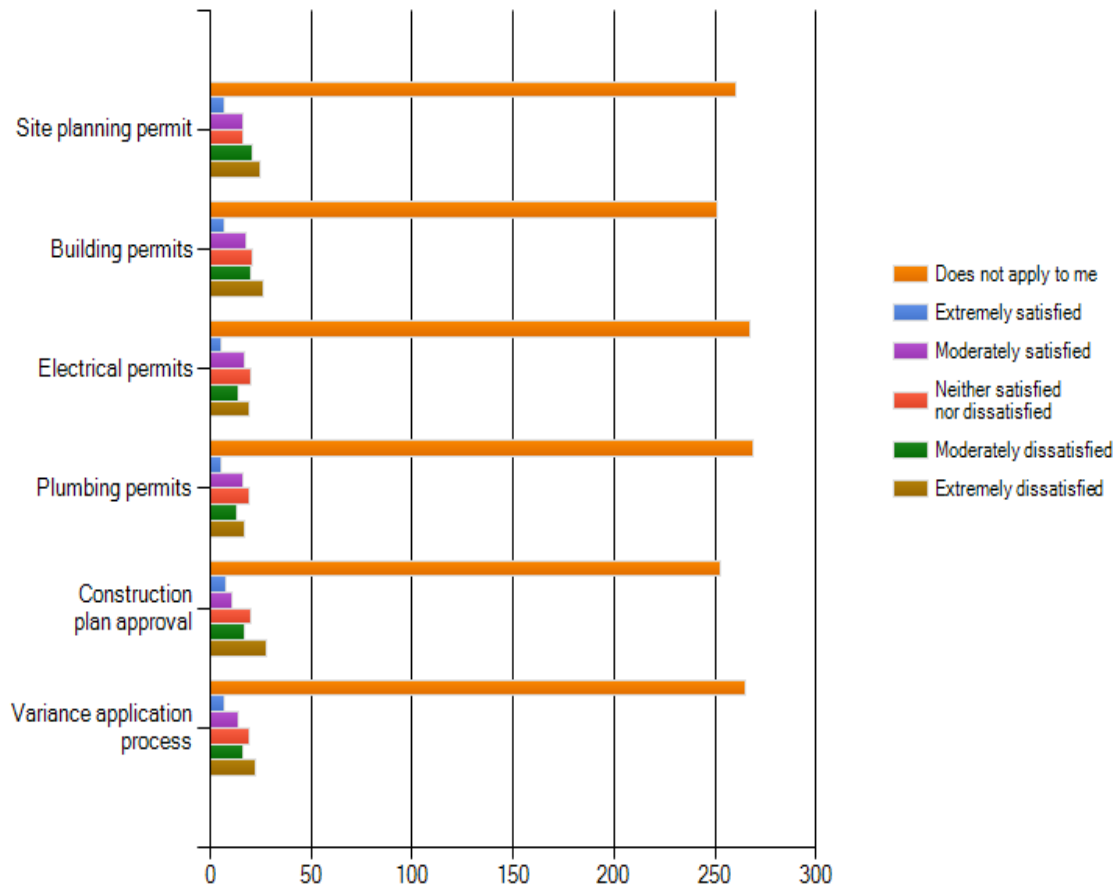
Q15.

How has your experience been with Atlanta's Parks, Recreation and Cultural Affairs?



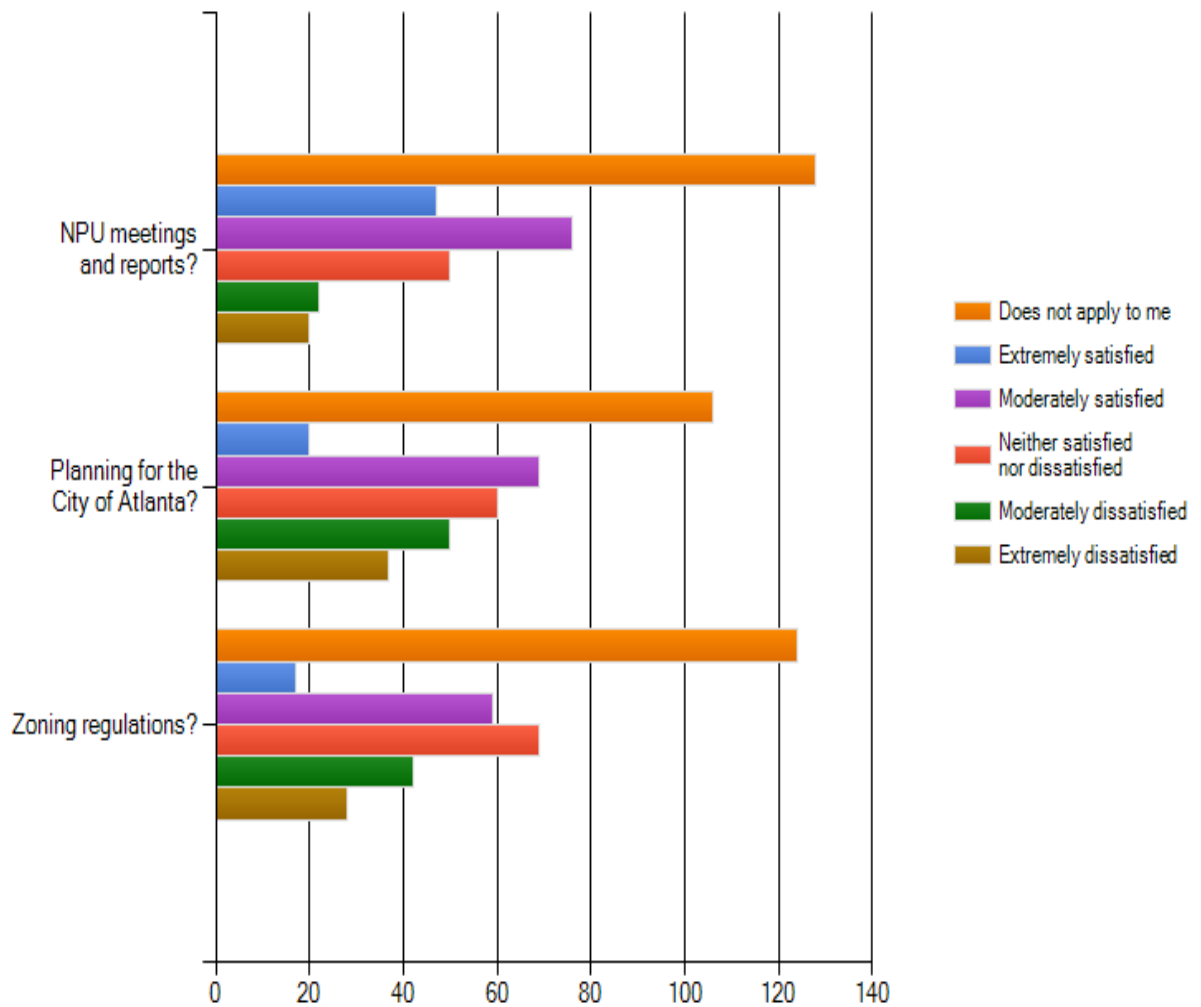
Q16.

The Bureau of Buildings handles building permits, HVC permits, electrical permits and zoning code enforcement. Please check "Does Not Apply to me" if you have not experienced a service in this list.



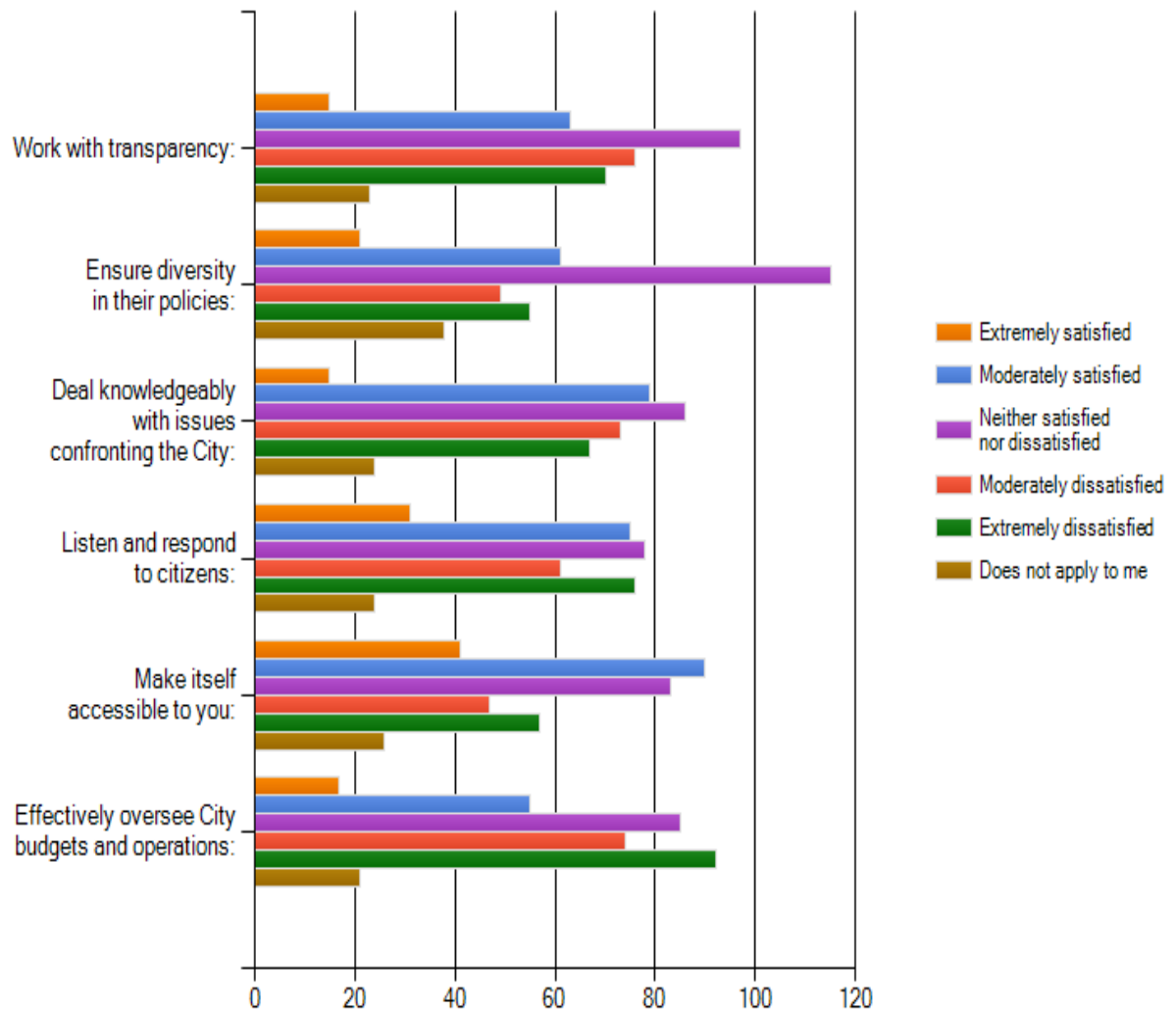
Q17.

The Department of Planning and Community Development handles Neighborhood Planning Units (NPUs), planning and zoning issues. How satisfied are you with:



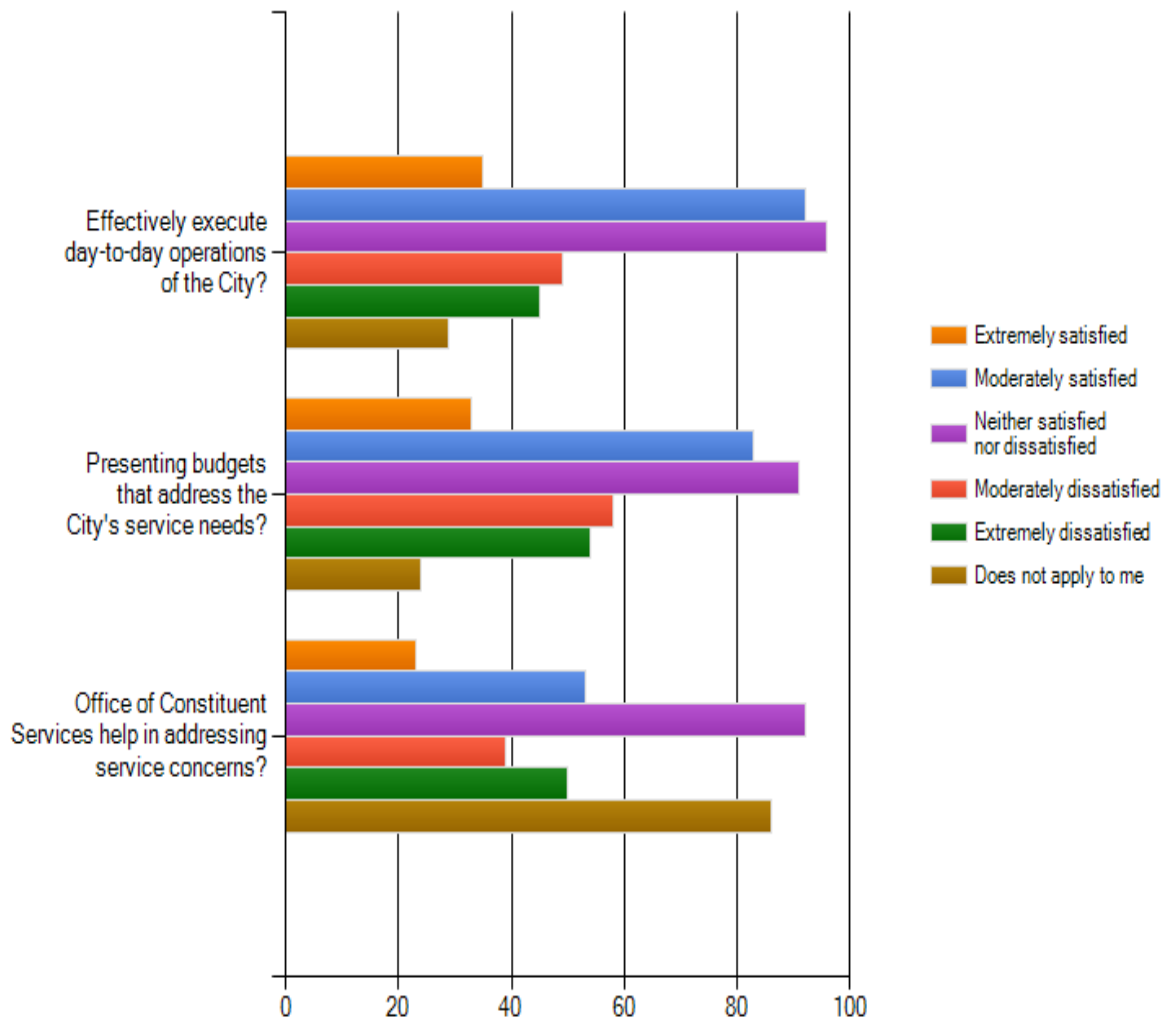
Q18.

Atlanta's City Council is the legislative branch of City government. In your opinion does the City Council:



Q19.

**The Mayor's office is the Executive branch of the City Government.
In your opinion, does the Mayor's office:**



Q20.

How satisfied are you with the overall performance of the City of Atlanta Departments in their missions?

